

**WESTERN NEW YORK
REGIONAL INFORMATION CENTER
CHAPTER 793 PLAN
2015 – 2018**

Progress Report as of September 24, 2015

Progress since last WNYRIC Advisory Council Meeting are in red ink and italics

Highlights of Progress Report:

Objective 1: 1.1, 1.2, 1.3, 1.5

Objective 2: 2.1, 2.2, 2.3, 2.6

Objective 3: 3.1

Objective 4: 4.5

Objective 5: 5.1, 5.2, 5.4, 5.5, 5.6, 5.7

Objective 6: 6.2

Objective 7: 7.1, 7.2, 7.3, 7.4, 7.5, 7.6

793 Plan for 2015 – 2018

Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices	July 1, 2015 – June 30, 2018	TS WAN	<p>The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.</p> <p><i>New broadband is being implemented and should be complete by 1/1/2016.</i></p>
1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.	July 1, 2015 – June 30, 2018	Infrastructure Teams	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.</p> <p><i>Moved the DR site from Colvin to VTC. All equipment has been moved and is operational at VTC.</i></p>
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	July 1, 2015 – June 30, 2018	TS WAN	<p>Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.</p> <p><i>Additional monitoring tools have been purchased and are being implemented.</i></p>
<p>1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages.</p> <ul style="list-style-type: none"> ○ Configuration Management ○ Release Management 	July 1, 2015– June 30, 2018		<p>Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability	July 1, 2015 – June 30, 2018	Core Network	Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators. Collaborative meetings with BOCES partners. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams. <i>Districts have online training available</i>
1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES	July 1, 2015 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security	July 1, 2015 – June 30, 2018		Cost effective methods are in use by customers.

Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018	R & D Team	<p>New RFPs are released and awarded. All new and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights.</p> <p><i>RFPs released late June-STEAM, Social Studies & Global Citizenship STEAM and Global Citizenship awarded at 9/9/15 BOE meeting. STEAM awarded see 2.6 Global Citizenship award-New Global Citizens.</i></p>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2015 – June 30, 2018	CSLO & Model Schools	<p>Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.</p> <p><i>Additional webinars listed include o365 & google PDhttp://www.e1b.org/TrainingWorkshops/TechnologyIntegration/CSLO/Workshop/s/cslowebinars201516.aspx</i></p>
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2015 – June 30, 2018	R & D Team	<p>Pilot Program implementation dates and follow up for the following topics:</p> <ul style="list-style-type: none"> Paperless Classroom Pilots Windows 8 Chromebooks Android – Google Play iPads MDM Cloud services for instruction *Other topics will be included as they emerge. <p><i>Windows 10</i> <i>Robotics to 2.3</i> <i>O365 & google trainings are taking place for districts that have completed on-boarding with us.</i></p>
2.4 Work with lead agencies develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018	CSLO & Model Schools	<p>Compliant policies and regulations are promulgated.</p>
2.5 Collection of data that supports	July 1, 2015 –	CSLO & Model	<p>Data from program evaluations will be available.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
the impact of technology on instruction and student learning	June 30, 2018	Schools	<p>Pilot Project research results will be available for individual districts participating as well as overall information for the region. The location for this repository will be provided.</p> <p>Special research projects will be identified as needed by technology groups throughout the region including the CSLO administrative groups.</p>
2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	July 1, 2015 – June 30, 2018		<p>New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region</p> <p><i>STEAM RFP awarded 9/9/15 Contracts to follow.</i></p> <p><i>Award:</i></p> <p><i>iDesign</i></p> <p><i>Dreambox</i></p> <p><i>A+Educators</i></p> <p><i>C8 Sciences</i></p> <p><i>Brian Hurricane</i></p> <p><i>eSpark</i></p> <p><i>Ten Marks</i></p> <p><i>Answer Pad</i></p> <p><i>Teq</i></p> <p><i>Blue Ribbon</i></p>
2.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		<p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p>

Objective 3: Support anywhere/anytime secure cloud environments to meet district's needs.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.1 Investigate and support secure cloud based solutions for collaboration.	July 1, 2015 – June 30, 2018		Secure cloud based solutions are in place and supported. <i>Continued research on emerging technologies to stay current with district needs.</i>
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2015 – June 30, 2018		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate. Additional application services are offered and implemented.
3.3 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018	R&D Team, Lifecycle Team	Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2015 – June 30, 2018	All Services	Grants are awarded, activities are complete and grant dollars received and distributed.
4.2 Optimize services by utilizing effective analytic tools.	July 1, 2015 – June 30, 2018	All Services	Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.
4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.	July 1, 2015 – June 30, 2018	Life Cycle Team	Centralized and cost effective end point device management solutions (SCCM and IBM Big Fix) are in place, reports reviewed and remediation measures are implemented.
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	July 1, 2015 – June 30, 2018	TS LAN	Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.
4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources	July 1, 2015 – June 30, 2018		<p>Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use.</p> <p><i>An additional 3 districts were added to the centralized shared (WNYRIC) based Active Directory.</i></p>
4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018		Compliant policies and regulations are promulgated.
4.7 Enhance communication methods to school district	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

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Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2015 – June 30, 2018	Student Services Team	Data services for interim and online assessments are provided. <i>Student data is being shared via secure means and with district authorization to an expanded list of assessment products.</i>
5.2 Research and support new data collection requirements	July 1, 2015 – June 30, 2018	Data Warehouse Team	Information, training and support for new data collection requirements are provided. <i>District Data Coordinator meetings have been scheduled for the year. Information regarding new data collection requirements is being shared at the meeting and via email.</i>
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	July 1, 2015 – June 30, 2018		Information, training and support for the NYSED EngageNY is provided
5.4 Provide expanded, more inclusive data integration service that encompasses all offerings	July 1, 2015 – June 30, 2018		Evaluate and provide a data integration service that encompasses the best process based on the application requirements <i>Eleven districts are currently participating in data integration service. District application needs and current methods have been evaluated and the best solutions have been implemented or are in progress. Research on new methods and improvements is ongoing.</i>
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2015 – June 30, 2018		Expanded data reporting services are available.. <i>Data Warehouse team has created a series of reports to show individual student historical assessment performance, reports to show district progress or weakness in addressing specific common core learning standards, and reports to show the effect of student assessment refusals on ELA & Math 3-8 assessments.</i>
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback. <i>A reminder email was sent to DDC's regarding how to make changes to contact information for our DDC list, updating contacts for NYSED, shipping address for test scanning.</i>
5.7 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided <i>A Data Security and Privacy session will be provided prior to each District Data Coordinator meeting in September as an overview of topics related to NY Education Law 2-d, additional laws and regulations, best practices and online services. A</i>

			<i>website of information can be found at nysdsp.org.</i>
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Objective 6: Support the initiative for Computer Based Testing (CBT)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2015– June 30, 2018	All Service Teams	Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).
6.2 Provide security within endpoint management	July 1, 2015 – June 30, 2018	TS LAN Lifecycle	Solutions are in place that provides security for Computer Based Testing within <u>the WNYRIC Network. along with utilizing endpoint management tools.</u>
6.3 Support CBT vendor solutions	July 1, 2015 – June 30, 2018	Student Data Warehouse and Instruction Teams	Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2015 – June 30, 2018	Infrastructure and Operations	Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2015 – June 30, 2018	All service teams	Districts are assisted with readiness for CBT or emerging online assessments.
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018	All service teams	Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018	Finance Service	<p>Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary</p> <p><i>Financial / HR teams have been working with software vendors on what data is needed to be in the financial systems to be able to produce the 1095 forms for the Affordable Care Act (ACA) reporting requirements.</i></p> <p><i>Financial Team is also investigating software that could assist the districts in tracking for the ACA.</i></p>
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	July 1, 2015– June 30, 2018	Student Management Services	<p>Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.</p> <p><i>A process is in place to have districts sign off for each new automated data extracts, as well as for any new vendors. Districts will authorize on an annual basis. Vendors are agreeing to Data Security and Privacy contract language.</i></p>
7.3 Implement and support solutions for an expanded website service	July 1, 2015 – June 30, 2018	Email and Web Services	<p>New and enhanced solutions are implemented and supported.</p> <p><i>An entry level website service is now available to districts, supported by the SchoolWires service team. This will be mainly attractive to small school districts due to less robust functionality and lower costs.</i></p>
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2015– June 30, 2018	All Service Teams	<p><i>Financial / HR Team has converted one more district to nVision and are looking to move forward with converting up to 10 districts this fiscal year.</i></p> <p><i>Investigating offering a web-based Visitor Management System that provides an effective way to help schools keep unwanted visitors out while tracking those visitors that they allow into the districts buildings.</i></p>
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2015 – June 30, 2018		<p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p><i>Financial/ HR Teams are conducting Webinars as well as providing detailed documentation on how to produce the Staff Tenure and Staff Assignment exports out of the financial software to upload to Level 0.</i></p> <p><i>Financial/ HR & Administrative teams are preparing for their Fall User Group Meetings, which will be held as live and webinar sessions to accommodate the</i></p>

			<i>districts' busy schedules.</i>
7.6 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided <i>Fall user group meetings will include information regarding review of access to applications, as well as, secure data transfers.</i>